

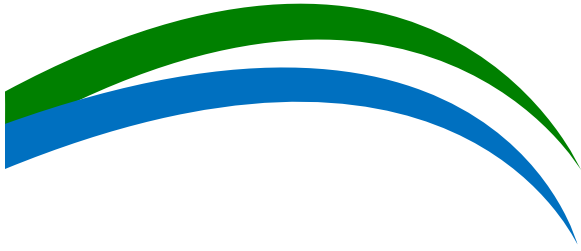
Crisis Intervention Specialist

Human Services Department



First Review of Applications: January 4, at 12:00 p.m. (Noon)
This position will remain open until filled.

The Crisis Intervention Specialist position is grant funded for a duration of two years. Extension of the position beyond two years is dependent on the City identifying additional sources of funding.



About Us

Fremont is a well-managed and innovative city! Located in the heart of the Bay Area and Silicon Valley, Fremont prides itself on innovation, clean technology and advanced manufacturing, a low crime rate, great schools, a low unemployment rate, quality parks, nearby open space, and an incredibly diverse population of over 235,000 residents. As a full-service city, Fremont employs 962 regular employees and operates on a FY 2020-21 General Fund budget of \$213.4 million. With its strong and diversified business base, Fremont is an important economic force in the region. The City strives to be an innovator in municipal government, with dynamic leadership provided by the City Council and City Manager.

The Human Services Department works to support a vibrant community through the creation and maintenance of services that empower individuals, strengthen families, encourage self-sufficiency, enhances neighborhoods and fosters a high quality of life. The Department values its people, creativity, quality service, integrity, open communication, collaboration, building community partnerships, mutual respect and diversity. Our staff finds their work challenging, yet rewarding, and most importantly they enjoy the chance to make a difference through public service.

The Position

This position, within the Human Services Department, will work as a member of the City's Mobile Evaluation Team (MET) and to meet the operational needs, of the new Homeless Services Division of the Human Services Department assigned by the Homeless Services Manager. The Mobile Evaluation Team (MET) is a collaboration between the Fremont Police Department, City of Fremont Human Services Department, and the Washington Hospital Healthcare System. MET is a field-based team that provides comprehensive and compassionate services to Fremont's most vulnerable populations, including community members experiencing homelessness or mental illness. MET provides crisis intervention and de-escalation, guidance and encouragement, and connects community members needing assistance with local mental health and homeless service providers. MET works to support community members engaged in services to pursue healthy outcomes.

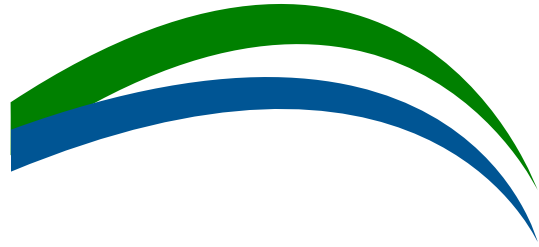
A majority of the work is completed in the field and may require some scheduled early morning hours as well as some, evening and weekend hours. As a Crisis Intervention Specialist, you will carry a client caseload including a broad range of clients from juveniles to seniors. It is anticipated that the work load will combine both clinical work as well as more traditional case management assignments involving problem solving, resource coordination, client advocacy, follow-up, and assistance in completing applications for both temporary and permanent housing.

The Ideal Candidate

The City of Fremont is looking for someone with initiative, a creative approach to problem solving, exceptional people skills including the ability to establish trust with the target population and their family members and a willingness to work flexible hours including some evenings and weekends.

Given the population to be served, the candidate should have the following:

- Ability to conduct mental health and other related needs assessments in the field, community, school, office or home
- Ability to work in a fast paced and uncertain environment with a uniformed police officer in a marked police car
- Ability to determine and implement the appropriate course of action in emergency or stressful situations
- Ability to quickly assess situations for personal safety and the ability to adapt to quickly changing circumstances
- Knowledge of the techniques and methodology of educational and social service program design, development, and administration; familiarity with mental health and homeless service systems is highly desirable
- Understanding of human behavior and family dynamics, especially of high-risk vulnerable populations with mental health needs or dual diagnosis, who may be homeless
- Understanding of the functions and organizations of public assistance; medical and psychological, educational and social service resources, especially access to dignity and housing resources
- Knowledge of manual and automated record keeping systems; familiarity with HMIS desirable. The Human Services Department is designing and implementing a new Health Record System; the successful candidate will be trained and required to utilize this system for data collection and client outcome measures
- Knowledge of needs assessment and program evaluation practices and techniques; local and/or regional resources available to meet the needs of the targeted population
- Knowledge of principles and techniques of interviewing clients
- Knowledge of diagnostic assessment tools
- Ability to establish effective relationships with clients from a variety of socioeconomic and ethnic backgrounds and age groups
- Ability to prepare concise narrative and statistical written and verbal reports/evaluations



Examples of Job Duties

- Receives client referrals or duty assignments, through Police Dispatch or MET Sergeant as part of the MET team, or from the Homeless Services Manager or other team members in Human Services. In response to Crisis calls through the Police Department, the Crisis intervention specialist will normally be deployed with a police officer. With other field contacts, where there is no crisis situation, two Crisis Intervention Specialists, or a Crisis Intervention Specialist and a Social Worker, may be deployed through Human Services to provide client outreach and follow-up services. Additionally, a Crisis Intervention Specialist may also be asked to accompany a Code Enforcement Officer, or Environmental Services Specialist or member of the Fire Department to provide information and resources to homeless residents.
- Conducts comprehensive client assessments to collect functional, psycho-social, environmental, employment, financial, housing and family information in order to develop a stabilization plan.
- Assists as needed, in establishing a health home, including arranging required transportation to and from services.
- Conducts housing problem solving and housing assessment, as part of Alameda County's Coordinated Entry System. Assessments will be conducted at locations where client finds comfortable and is easily accessible.
- Assists with housing application and pertinent documentation procurement, as needed
- Trains to utilize County Housing Management Information System (HMIS) to enter and retrieve data related to work with homeless clients.
- Maintains current knowledge of public benefit programs and community resources for all age groups.
- Researches relevant services to meet client needs.
- Accompanies or assists clients in accessing needed services and advocates on their behalf.
- Provides scheduled visits to Fremont Winter Shelter or homeless or other temporary shelters to provide resource information and to conduct coordinated entry housing assessments.
- Works to maintain and share an updated resource list outlining services and programs to support client population.
- Develops and maintains strong working relationships with staff in the Police and Human Services Department, other City Departments, hospitals, health care professionals, family service providers, the Family Resource Center, homeless/housing service providers and the community at large.
- Maintains program documentation and outcome measures.
- Prepares written and statistical reports.
- Completes Crisis Intervention Training (CIT) Attends regular and ongoing coordination meetings with other MET team members and Human Services Department Team Members.
- Prepares correspondence and reports on client histories, treatment progress and other matters related to case treatment.
- Enters data into client health record system.



Requirements

The successful candidate will have any combination of education and/or experience that has provided the knowledge and skills necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and skills would be:

- Graduation from an accredited college or university with a Master's degree in social services, psychology, counseling, sociology, nursing or a related field; **and**
- Two (2) years of experience, one year of which has been with individuals with mental health challenges including homeless populations.

License/Certificates/Special Requirements

A LCSW, Psychologist, Registered Nurse, or MFT is required for placement into this class. . An individual working to complete hours towards the acquisition of an LCSW (ASW) or an MFT may be considered depending on other related work experience.

The selected candidate will be required to work other than normal office hours. This position requires the ability to travel independently within and outside City limits. Therefore, a valid Class C California Driver's License is required by time of appointment.

Compensation and Benefits

The annual salary is **\$90,606—\$110,132** depending on qualifications. Current benefit features include:

- Medical – A variety of plans are offered through CalPERS.
- Dental – Plans are offered through Delta Dental.
- Vision – Plans are offered through VSP.
- Cafeteria Benefits Plan for employees/dependents includes up to \$2,280 (2020) and \$2,350 (2021) monthly to purchase medical, dental and vision plans; child care and medical expenses can be paid for with pre-tax dollars.
- Retirement: As defined by the Public Employees' Pension Reform Act of 2013 (PEPRA) and in the *CalPERS retirement system, Classic Members will receive CalPERS retirement benefits under the 2% at age 60 plan. New Members will receive CalPERS retirement benefits under the 2% at age 62 plan.
- Deferred Compensation Voluntary Plan Options – The City offers two optional 457 plans for employee participation.
- Income Protection – The City provides basic plan coverage for Life and Accidental Death and Dismemberment and Long Term Disability with additional coverage available for purchase by the employee.
- Flexible Benefit Plan – Employees have the option to contribute tax-free income for medical premiums, healthcare reimbursement and dependent care reimbursement.
- Commuter Benefits (Parking and Transportation) – Employees have the option to set aside money on a pre-tax basis to pay for work-related commuting and parking expenses.
- General Leave – Varies based on years of experience
- Holidays – 12 days paid and 1 floating holiday
- A complete benefits summary can be found at Fremont.gov or by using this link: [Benefits Summary](#)

Compensation and Benefits *(continued)*

This is a City of Fremont Employee Association (CFEA) represented position with a probationary period of twelve (12) months.

*Refer to CalPERS web site for complete definitions of Classic and New employees: www.calpers.ca.gov

This Crisis Intervention Specialist position is grant funded and a 2-year limited term assignment. The duration of the position is dependent on the City identifying additional funding sources.

How To Join Our Team

To be considered for this position, apply online by submitting a completed City application, resume and cover letter through our on line application system: www.fremont.gov/cityjobs.

The process may include individual and/or panel interviews, professional reference checks, fingerprint check for criminal history, and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

Tentative Recruitment Schedule

This position will remain open until filled. Interested candidates are encouraged to apply as soon as possible.

First Review of Applications: January 4, 2021, 12:00 p.m. (Noon).

Oral Board Interviews: Date(s) to be determined when a viable number of candidates is reached.

Hire Date: As soon as possible or at a mutually agreeable date.

Reasonable Accommodation

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by sending an email to humanresources@fremont.gov.

The City of Fremont is an Equal Opportunity Employer.

Human Resources Department
City of Fremont
3300 Capitol Ave, Bldg .B
Fremont, CA 94538
510-494-4660



Supplemental Questionnaire - Crisis Intervention Specialist

General Information

The completion of this supplemental questionnaire is required for your application to be considered for the Crisis Intervention Specialist position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of Crisis Intervention Specialist. Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

Your responses must be verifiable with the information on your application.

You will be prompted to respond to the following questions in the online application process:

1. The education requirement for this position includes graduation from an accredited college or university with a Master's degree in social services, psychology, counseling, sociology, nursing or a related field. Please specify how you meet the education requirement for the Crisis Intervention Specialist position.
2. The Crisis Intervention Specialist position requires at least two (2) years of experience, one year of which has been with individuals with mental health challenges including homeless populations. Please specify the number of years experience you have, including how you meet the experience requirement for this position.
3. How many years of case work experience do you possess?
 - ☐ None
 - ☐ Less than 1 year
 - ☐ 1 year to less than 2 years
 - ☐ 2 years to less than 3 years
 - ☐ 3 years to less than 4 years
 - ☐ 4 years or more
4. Describe your social service and/or case work experience. Highlight any case work you have done with children, youths, or senior citizens, or family serving programs.
5. Describe your field work or outreach experience.
6. Besides English, list any languages you speak and describe your level of proficiency.
7. Do you possess a current and valid California Driver's License?
 - ☐ Yes
 - ☐ No
8. Please specify the current and valid licenses or certifications that you possess.
 - ☐ LCSW
 - ☐ ASW
 - ☐ Psychologist
 - ☐ Registered Nurse
 - ☐ MFT
 - ☐ Drug and Alcohol Certification
 - ☐ Other

Supplemental Questionnaire - Crisis Intervention Specialist (Continued)

9. List your license or certification number. If you selected "Other," please list your license(s) / certificate(s).
10. If you're working towards an LCSW or MFT licensure, how many hours do you need to complete?
11. Describe any work you have done with clients who are homeless and/or have substantial mental health conditions or who have substantial drug and alcohol addiction. Please describe any successful outcomes.
12. Have you worked in the field (outside of the office) to meet and assess client needs where they feel most comfortable? Please give an example and discuss the nature of the problem or issue you worked on.
13. Police Officers on our Mobile Evaluation Team are compassionate and have been well trained in handling mental health issues and in making referrals to service providers. As an Intervention Specialist, you will be asked to go out on a call with an officer or follow up with a client referred by the MET Team. Do you have any concerns working with Law Enforcement personnel?